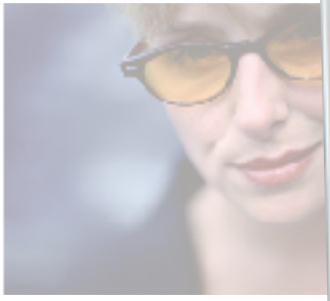


Your Gateway Plasma TV

# user's guide











Setting up | Troubleshooting

Gateway™

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# 1 Introducing Your Gateway Plasma TV

This chapter provides basic information about your Gateway Plasma TV.

Read this chapter to learn about:

- Features
- Warnings and safeguards
- Package contents
- Controls and connections







# Features

Your plasma TV features:

- A bright, flicker-free image
- Automatic detection and conversion of film content for correct display with minimal motion artifacts (noise)
- Accurate color processing
- Two high-definition component video input sources that automatically synchronize the display to match the incoming source
- Picture-in-picture (PIP) and picture-on-picture (POP) modes that let you watch two programs simultaneously
- HDTV signal compatibility using an external HDTV decoder with RGB or component video outputs
- Digital zoom modes get rid of “black bars” around the display image
- A built-in BBE® sound processor that maximizes the sound quality
- A built-in SRS® sound processor that simulates “surround” effects using only two speakers.
- Selectable fixed/variable audio outputs
- Built-in internal amplifier and speakers
- Connections for adding a separate, powered subwoofer
- A built-in Digital Visual Interface (DVI) to eliminate the need for digital-to-analog conversion
- 1280 × 1024 SXGA support for computer input.
- 720p and 1080i support for HDTV signals

# Important Safeguards

**Warning**



**Risk of electric shock - Do not open**

To reduce the risk of electric shock, do no remove the back cover. There are no user-serviceable parts inside. Removing the back cover voids the warranty.

Have your plasma TV repaired by qualified service personnel only.

## Warnings and precautions

- Do not place your hands, face, or objects close to the ventilation openings of your plasma TV. The top of your plasma TV gets very hot from exhaust air that is released through the ventilation holes. Burns or personal injuries may occur if you are too close to the plasma TV. Damage may occur if you place any object near the top of your plasma TV.
- Disconnect all cables before moving your plasma TV. Moving your plasma TV with its cables attached may damage the cables and cause fire or electric shock danger.
- Do not expose your plasma TV to rain or moisture.
- Keep your plasma TV away from excessive dust, high temperatures, moisture, or direct sunlight.
- Use your plasma TV in a well-ventilated area and do not cover the ventilation openings.
- Do not modify your plasma TV or use an unshielded power cord or video input source cable, or you may experience excessive interference.
- Disconnect your plasma TV and unplug the power cord when the TV is not used for a long period of time.
- If the picture displayed is in any way abnormal, turn off your plasma TV, then disconnect it from the electrical outlet. Make sure that your video input source cable is connected correctly, then reconnect your plasma TV to the electrical outlet.
- Disconnect your plasma TV from the electrical outlet before cleaning or performing maintenance. Do not use liquid or aerosol cleaners. Use only a slightly damp cloth for cleaning.
- Do not place your plasma TV on an unstable cart, stand, or table. Your plasma TV may fall, causing serious damage.

- Do not place your plasma TV on a bed, sofa, rug, or other similar surfaces. Never place your plasma TV near or over a radiator or heat source. Do not install your plasma TV in an enclosed area unless correct ventilation is provided.
- Your plasma TV should be operated from the type of power source indicated on the label. If the type of available power is unknown, consult your electrician or local power company.
- Your plasma TV is equipped with a 3-pin grounded plug. The plug will only fit into a grounded power outlet. This is a safety feature. If you cannot plug the power cord into the outlet, contact your electrician. Do not alter the plug because this will defeat the safety feature.
- Do not rest objects on the power cord and avoid placing the power cord near high traffic areas.
- Do not overload wall outlets and extension cords because this can result in a risk of fire or electric shock.
- Disconnect your plasma TV from the main power supply and contact qualified service personnel if:
  - The power cord or plug is damaged or frayed.
  - Liquid has been spilled into your plasma TV.
  - Your plasma TV has been exposed to water or moisture.
  - Your plasma TV does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions. Incorrect adjustment of other controls may result in damage which often requires extensive work by a qualified technician to restore your plasma TV to normal operation.
  - Your plasma TV has been dropped or the cabinet has been damaged.

### Avoid image burn-in

- Displaying the same stationary images over an extended period of time, such as a black bar, stock ticker, video game, or a shopping channel logo, can leave (burn-in) a permanent ghost image. Avoid burn-in by mixing your viewing patterns. Do not show the same stationary image for more than 15% of your total TV viewing in any one week.
- Your warranty does **NOT** cover screen burn-in.

# Package contents

Along with your plasma TV, the packaging box contains the following items:

**Remote control**




- OR -




**Two AA batteries**



**Power cord**



| | |
|---|---|
| **User guide** |  |
| **Remote control user guide** |  |

You can purchase these optional accessories for your plasma TV:

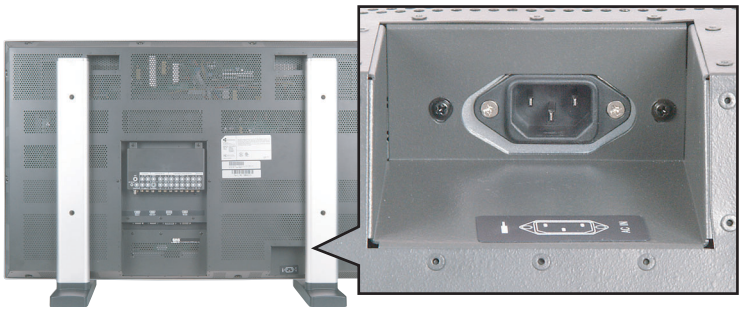
- **Wall mount kit.** The wall mount kit contains all of the required hardware for mounting your plasma TV on your wall. (Gateway recommends you use a qualified installer.) For more information, see the Wall Mount Installation Guide at support.gateway.com.
- **Cable kits**. Gateway cable kits consist of high-quality gold cables of various lengths, including:
  - RCA composite video cable
  - S-Video cable
  - RCA component video cable
  - RCA audio cable
  - VGA video cable
  - DVI-D video cable

Contact Gateway for these and other accessories.

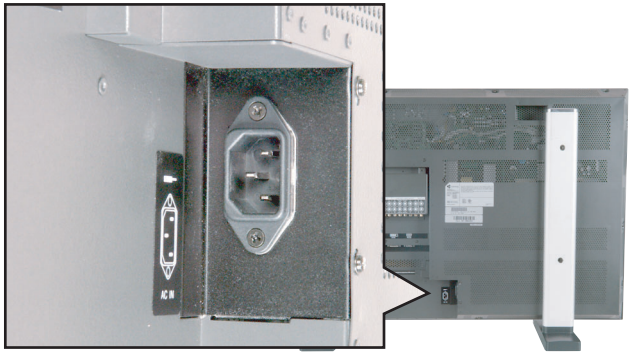
# Turning on the main power

### To turn on the main power:

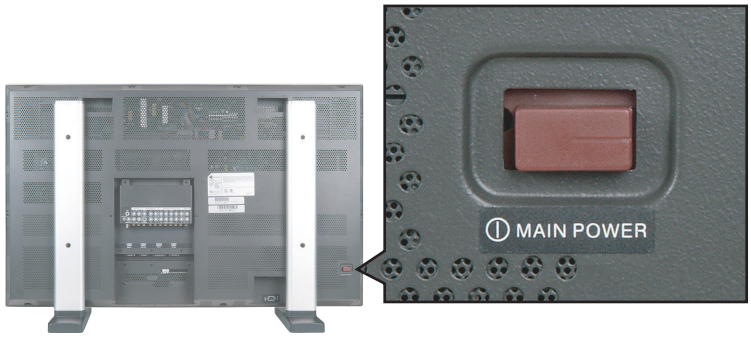
1 Connect the power cord to the power cord connector on the back of your plasma TV, then plug the other end of the power cord into a correctly grounded electrical outlet or surge protector.



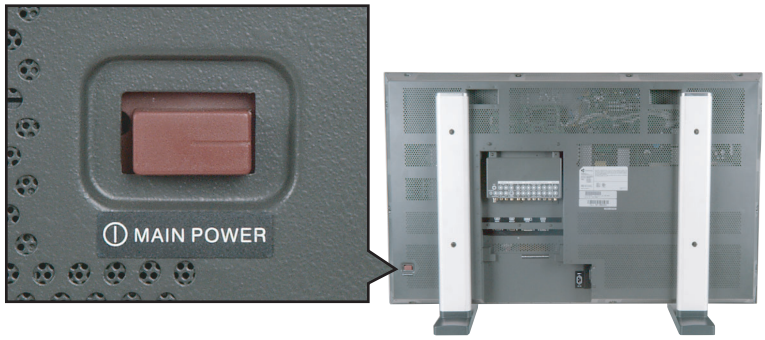
- OR -



2 Press the MAIN POWER button. The Status LED on the front panel turns yellow and your plasma TV is ready to turn on.




- OR -

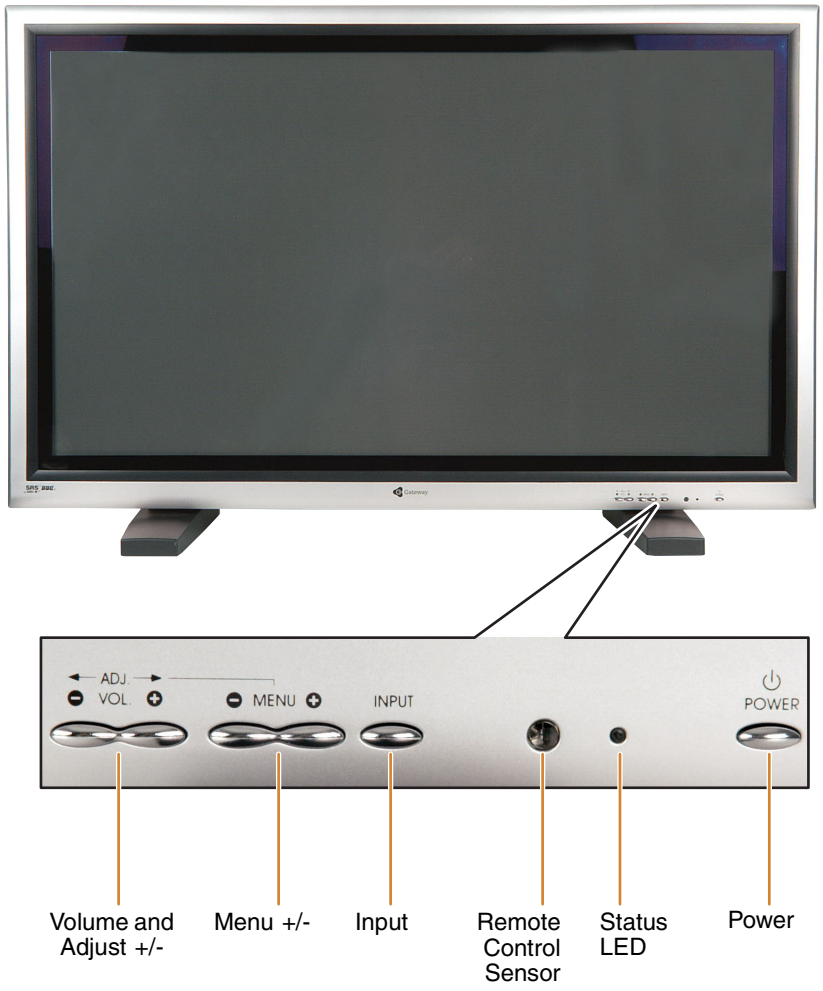



**Warning**

If you will be away for an extended period of time, turn off your plasma TV with the MAIN POWER button instead of using the remote control or front panel POWER button.

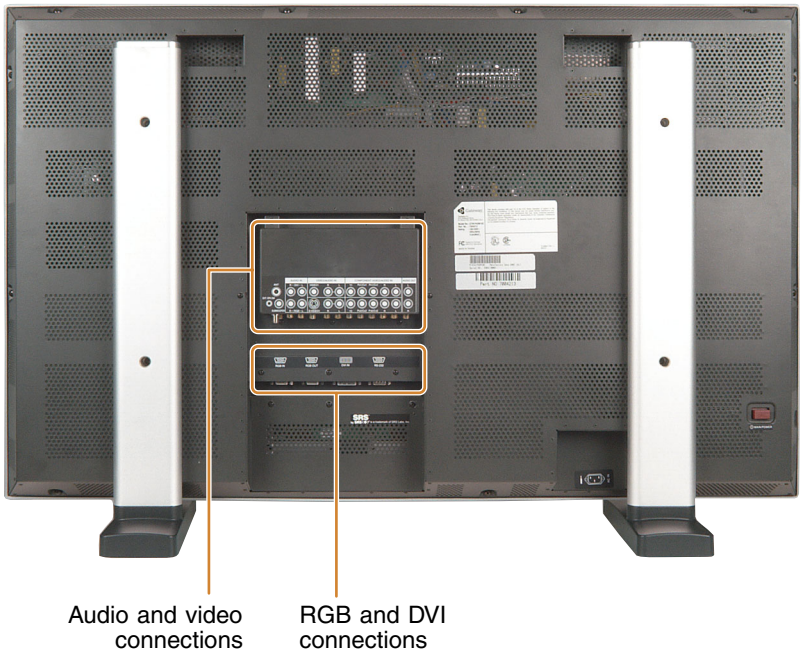
For added protection of any Gateway product during a lightning storm or when it is left unattended or unused for long periods of time, unplug the product from the wall outlet and disconnect the antenna or cable system.

# Front panel controls



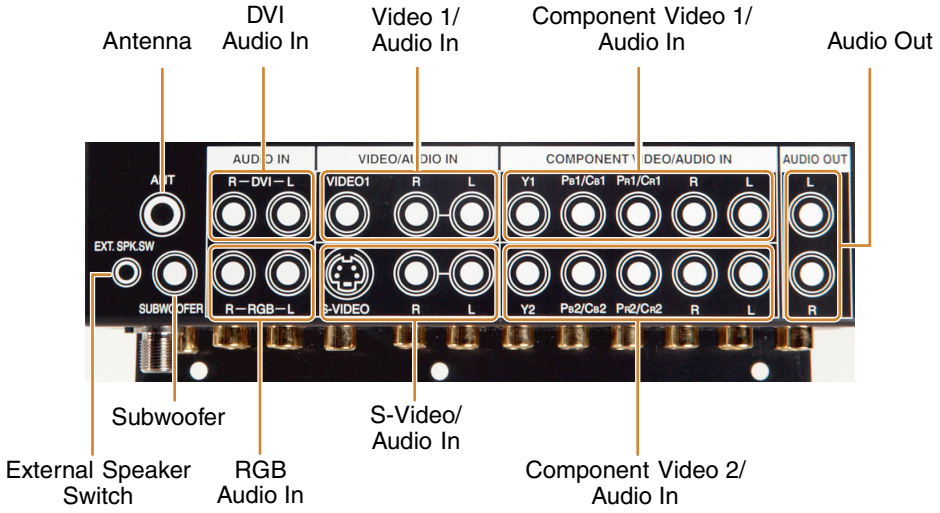
| Button | Description |
|---|---|
| Volume and Adjustment +/– | **VOL/ADJ.** Increases or decreases the volume and adjusts on-screen display (OSD) options. |
| Menu +/– | **MENU.** Opens the OSD. |
| Input | Switches between available input sources. |
| Remote control sensor | Receives signals from the remote control. Do not block. |
| Status LED | ▪ Not lit - No AC power detected. The main power button is off or the power cord is not connected.<br>▪ Solid Yellow - The main power is on and your plasma TV is off.<br>▪ Solid Green - Your plasma TV is on. |
| Power | Turns your plasma TV on and off. When you turn your plasma TV on or off, wait three seconds before pressing this button again. |

# Back panel connections



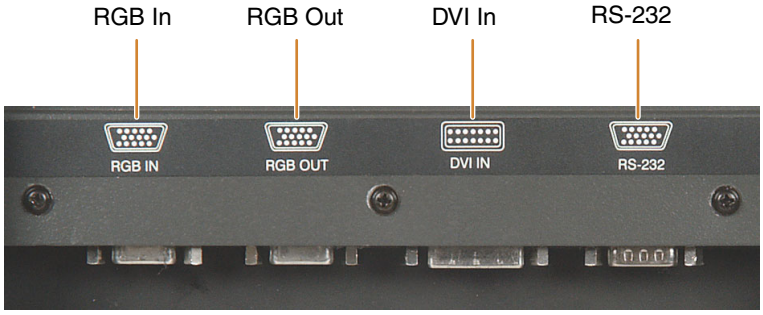

| Connector | Description |
|---|---|
| Audio and video connections | See “Audio and video connections” on page 13. |
| RGB and DVI connections | See “RGB and DVI connections” on page 14. |

# Audio and video connections




| Connector | Description |
|---|---|
| Antenna | Connects to a VHF/UHF antenna. |
| DVI Audio In | Connects to the audio on a DVI device. |
| Video 1/Audio In | Connects to a composite audio/video device, such as a VCR. |
| Component Video 1/ Audio In | Connects to a component audio/video device, such as a component video DVD player. |
| Audio Out | Connects to an audio/video receiver or to external speakers. |
| External Speaker Switch | Connects to the speaker switch jack on switchable external speakers or an external receiver or amplifier. |
| Subwoofer | Connects to an external subwoofer. |
| RGB Audio In | Connects to the audio on an RGB device. |
| S-Video/Audio In | Connects to an S-Video device, such as a satellite dish receiver. |
| Component Video 2/ Audio In | Connects to a component video device, such as a HDTV set-top box. |

# RGB and DVI connections




| Connector | Description |
|---|---|
| RGB In | Connects to an RGB video device, such as a computer or set-top box. |
| RGB Out | Connects to an external RGB monitor. |
| DVI In | Connects to a DVI video device, such as a computer or set-top box. |
| RS-232 | Connects to a computer for plasma TV control using customized software (typically used by business, education, or government). For more information see the *RS-232 Serial Connection Technical Reference* at support.gateway.com. |



# Connecting Components

# 2

Read this chapter to learn how to connect:

- DVD players
- HDTV decoder set-top boxes
- VCRs
- Off-air TV and cable TV
- External audio devices
- Computers

**Warning**



Before connecting any external components, turn off your plasma TV using the remote control or front panel button, then turn off the main power using the MAIN POWER button on the back of your plasma TV. For more information, see “Turning on the main power” on page 8.

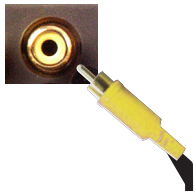
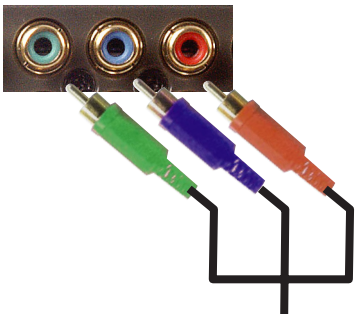






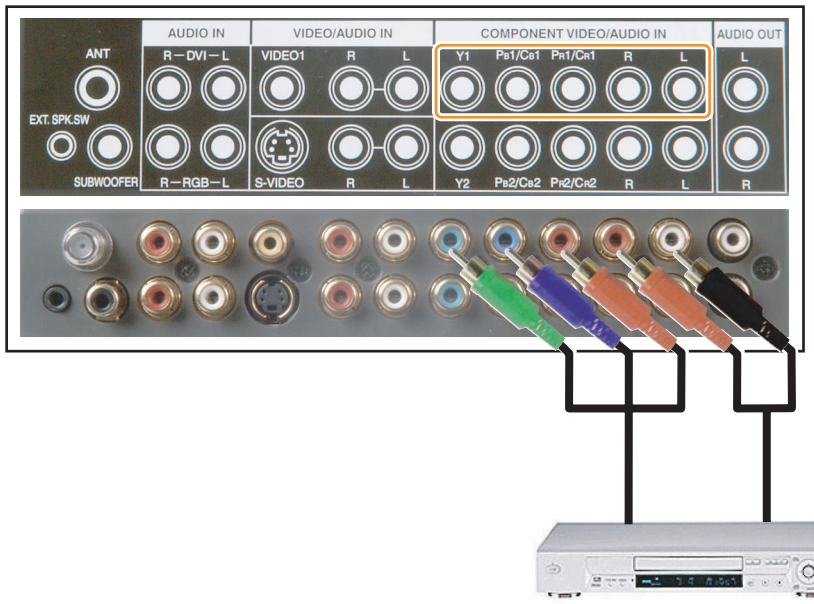
# Understanding video connections

Your plasma TV has four types of standard video connections. You should use the best connection available to get the best display. For example, if your DVD player supports a component video connection, connect the DVD player to your plasma TV using component video instead of composite video or S-Video.

| Connection Quality | Cable and Connector | Description |
|---|---|---|
| Basic |  | **Coaxial (RF).** The video and audio signals are both carried in one cable (the other three connection types only handle video, and require separate connections for sound). Coaxial is the only way to connect an antenna to your plasma TV. |
| Good |  | **Composite**. The video signal is carried through a single “pin.” This connection method is the one that is most commonly found on devices. |
| Better |  | **S-Video.** The video signal is split into two signals, black-and-white and color. Text displayed on-screen through this connection will be noticeably sharper then composite or coaxial (RF). |
| Best |  | **Component.** The video signal is split into three signals, two color, and one black-and-white. Use component video to take advantage of the superior picture provided by signal sources as HDTV and *progressive* DVD. |

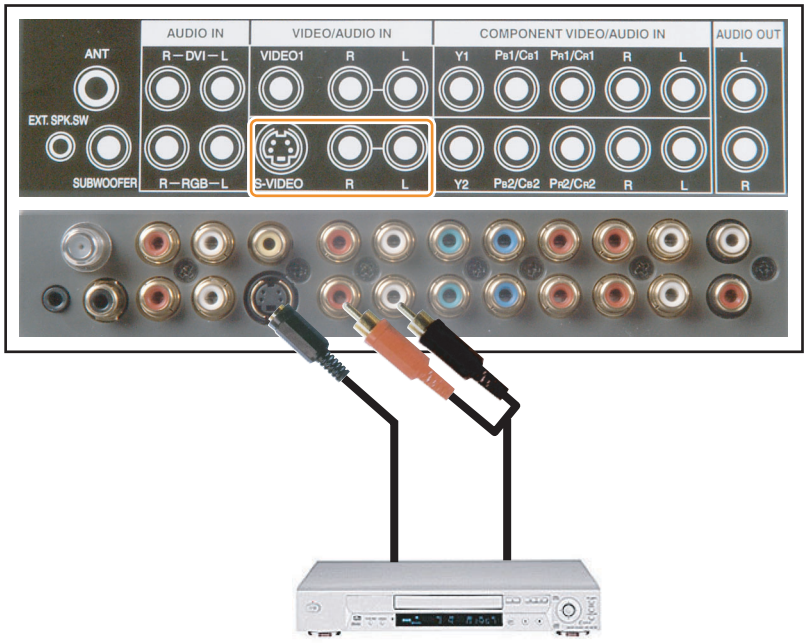
# Connecting your DVD player

## To connect your DVD player using component video:




1. Connect the green-colored Y jack on the back of your DVD player to the green-colored Y1 jack on the back of your plasma TV.
2. Connect the red-colored $P_R$ or $C_R$ jack on the back of your DVD player to the red-colored $P_R1/C_R1$ jack on the back of your plasma TV.
3. Connect the blue-colored $P_B$ or $C_B$ jack on the back of your DVD player to the blue-colored $P_B1/C_B1$ jack on the back of your plasma TV.
4. Connect the red (R) and white (L) audio jacks on the back of your DVD player to the R and L audio-in jacks on the back of your plasma TV.

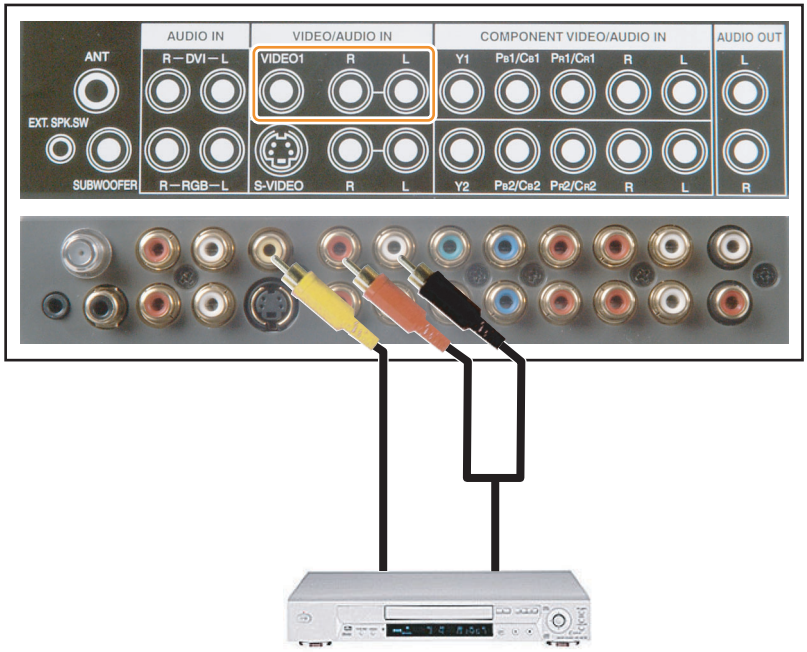
## To connect your DVD player using S-Video:




1 Connect the S-Video jack on the back of your DVD player to the S-VIDEO jack on the back of your plasma TV.

2 Connect the red (R) and white (L) audio jacks on the back of your DVD player to the R and L audio-in jacks on the back of your plasma TV.

## To connect your DVD player using composite video:

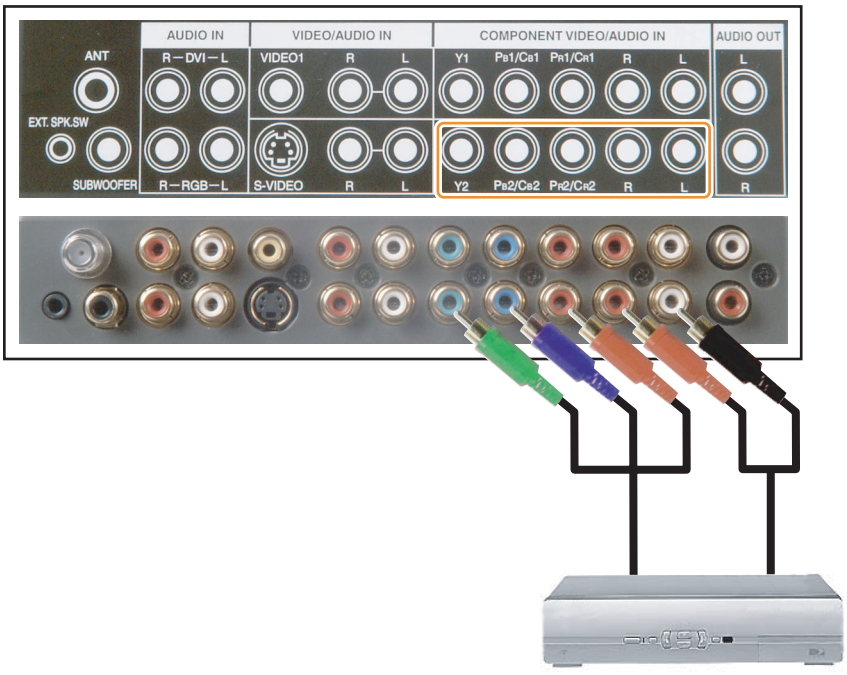



1 Connect the yellow video jack on the back of your DVD player to the yellow VIDEO 1 jack on the back of your plasma TV.

2 Connect the red (R) and white (L) audio jacks on the back of your DVD player to the R and L audio-in jacks on the back of your plasma TV.

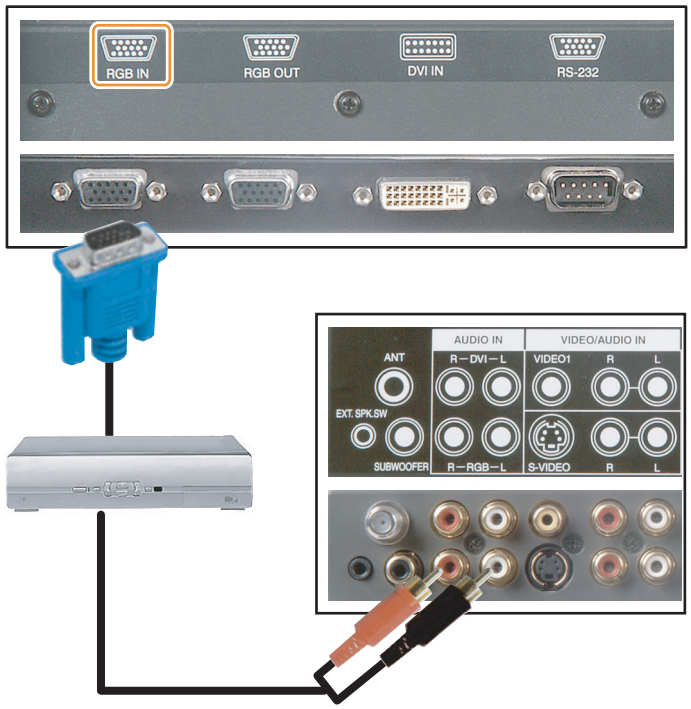
# Connecting your HDTV decoder set-top box

## To connect your HDTV decoder set-top box using component video:




1. Connect the green Y jack on the back of your HDTV set-top box to the green Y2 jack on the back of your plasma TV.
2. Connect the red $P_R$ or $C_R$ jack on the back of your HDTV set-top box to the red $P_R2/C_R2$ jack on the back of your plasma TV.
3. Connect the blue $P_B$ or $C_B$ jack on the back of your HDTV set-top box to the blue $P_B2/C_B2$ jack on the back of your plasma TV.
4. Connect the red (R) and white (L) audio jacks on the back of your HDTV set-top box to the R and L audio-in jacks on the back of your plasma TV.

## To connect your HDTV decoder set-top box using RGB video:



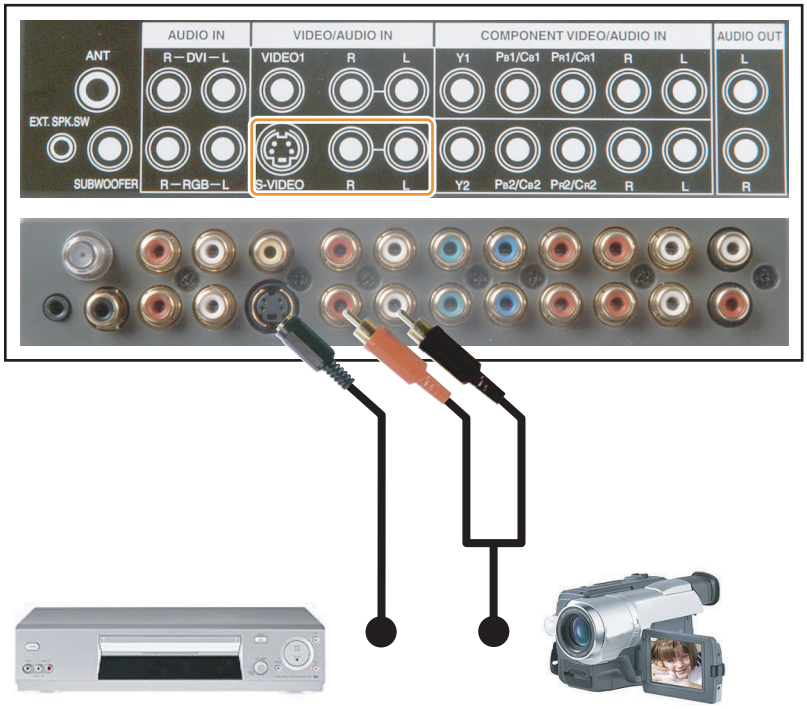

1 Connect the 15-pin D-Sub RGB jack on the back of your HDTV set-top box to the RGB-IN jack on the back of your plasma TV.

2 Connect the red (R) and white (L) audio-out jacks on the back of your HDTV set-top box to the R and L audio-in jacks on the back of your plasma TV.

After you connect your HDTV set-top box to the RGB input jack on your plasma TV, you may need to adjust various plasma TV picture settings to correctly match the output from the HDTV set-top box (see “PICTURE – RGB/DVI video sources” on page 36).

# Connecting your VCR or video camera

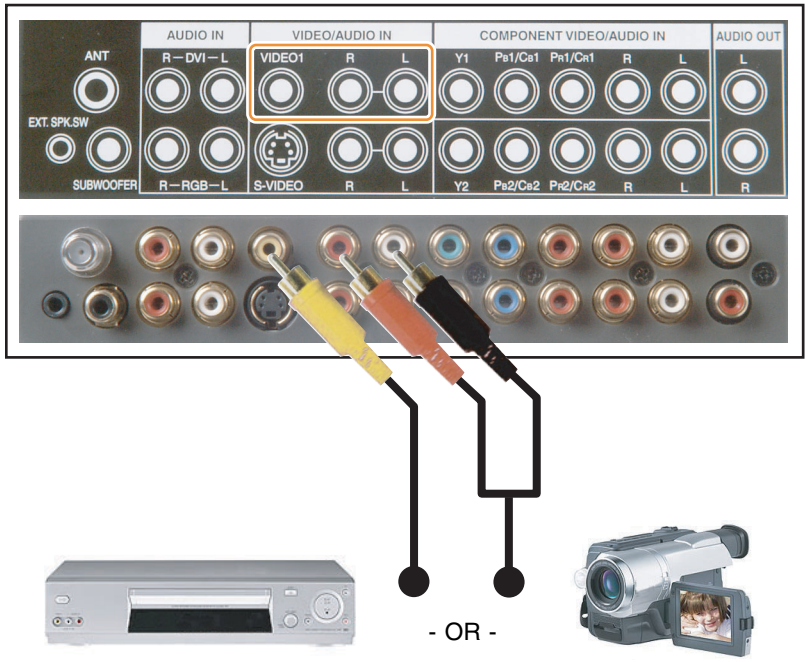
## To connect your VCR or video camera using S-Video:




- OR -

1. Connect the S-Video jack on the back of your VCR or video camera to the S-VIDEO jack on the back of your plasma TV.
2. Connect the red (R) and white (L) audio jacks on the back of your VCR or video camera to the R and L audio-in jacks on the back of your plasma TV.

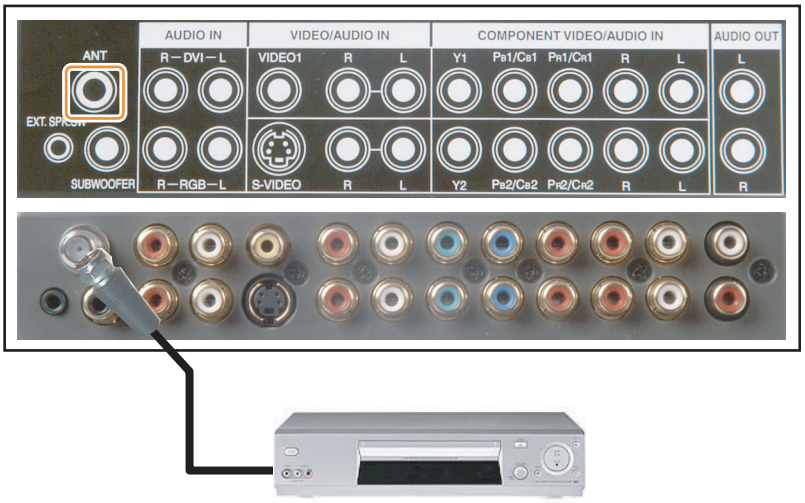
## To connect your VCR or video camera using composite video:




1 Connect the yellow video jack on the back of your VCR or video camera to the yellow VIDEO 1 jack on the back of your plasma TV.

2 Connect the red (R) and white (L) audio jacks on the back of your VCR or video camera to the R and L audio-in jacks on the back of your plasma TV.

## To connect your VCR using coaxial (RF) audio and video:




- Connect the “output to TV” (RF out or Antenna out) jack on the back of your VCR to the ANT jack on the back of your plasma TV.

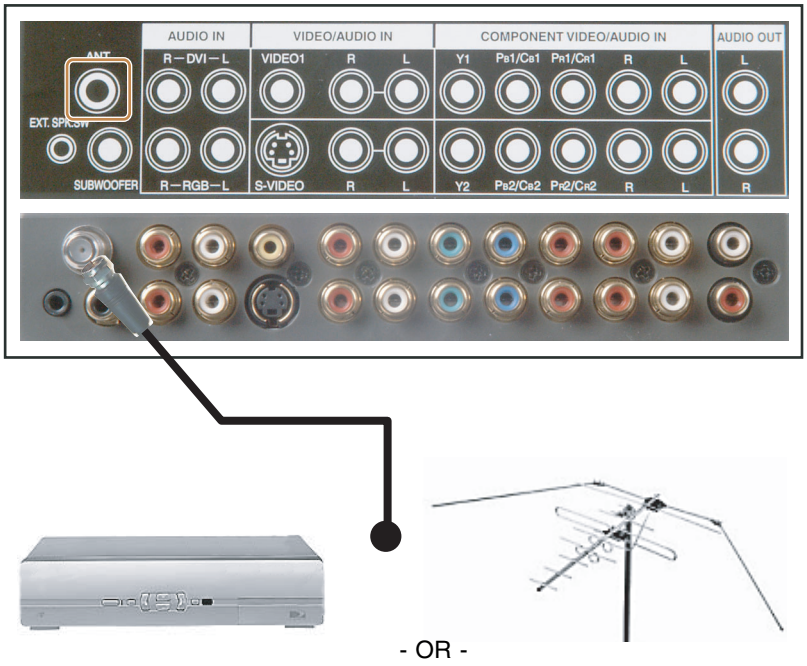
If you have an off-air antenna or cable box, connect your off-air antenna or cable TV cable to the ANT connector on the back of your VCR.

**Warning**

If an outdoor antenna or cable system is connected to your plasma TV, make sure that the antenna or cable system is correctly grounded. For more information, see “Television antenna connectors protection (for systems fitted with TV/cable TV tuner cards)” on page 55.

# Connecting off-air TV or cable TV

### To connect off-air TV or cable TV using coaxial (RF) audio and video:




- OR -

- Connect the coaxial (RF) connector from your antenna or cable box to the ANT connector on the back of your plasma TV.

If you have connected a VCR to the ANT connector on the back of your plasma TV, connect your off-air TV or cable TV cable to the ANT connector on the back of your VCR.

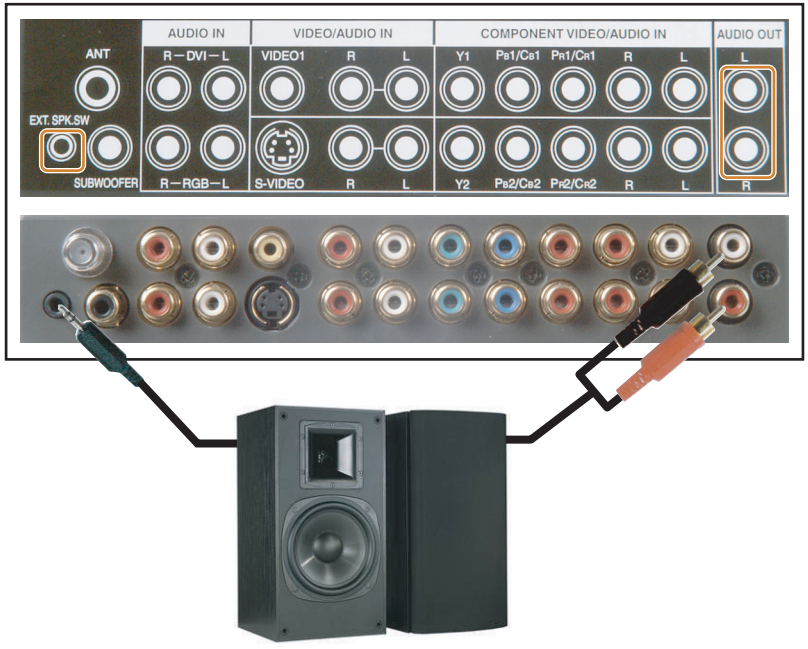
**Warning**

If an outdoor antenna or cable system is connected to your plasma TV, make sure that the antenna or cable system is correctly grounded. For more information, see “Television antenna connectors protection (for systems fitted with TV/cable TV tuner cards)” on page 55.

# Connecting external amplified speakers

You can connect your plasma TV to a set of external, amplified speakers using the AUDIO OUT jacks located on the back of your plasma TV. If your external speakers have remote turn-on/off capability, connect the external speaker switch.

## To connect your external amplified speakers:

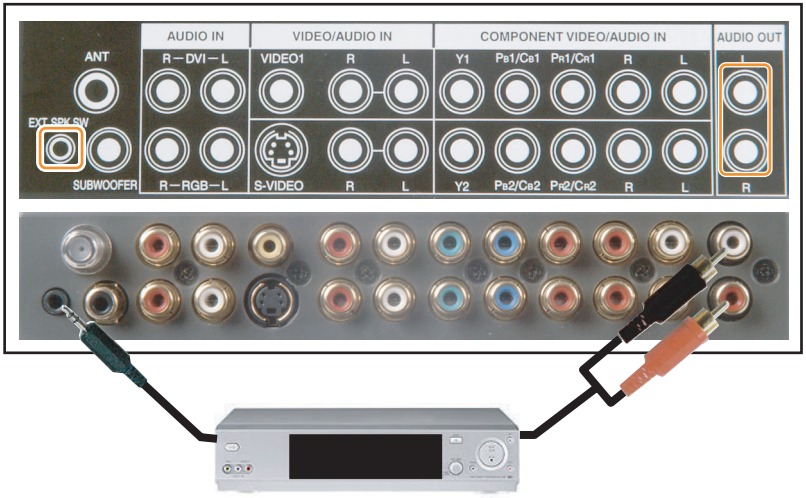



1. Connect the red (R) and white (L) audio jacks on the back of your speakers to the AUDIO OUT jacks on the back of your plasma TV.
2. If your external amplified speakers accept remote turn-on/off signals, connect the external speaker switch. Not all external amplified speakers can accept remote turn-on/off signals.

# Connecting an external receiver or amplifier

You can connect an external amplifier to your plasma TV. Your plasma TV is equipped with a external speaker switch that can automatically send a remote turn-on/off signal to an external receiver or amplifier.

## To connect your external receiver or amplifier:

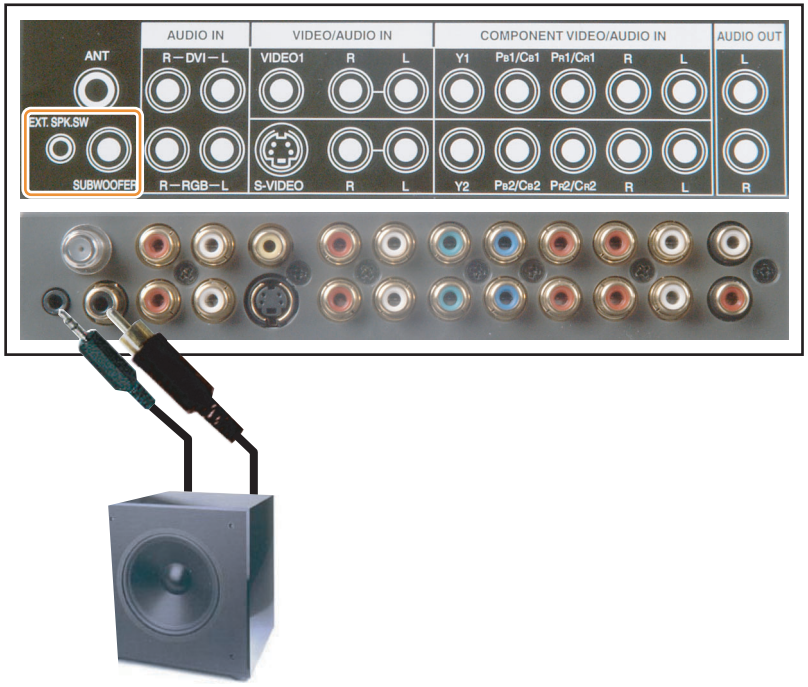



1. Connect the red (R) and white (L) audio jacks on the back of your external amplifier or receiver to the AUDIO OUT jacks on the back of your plasma TV.
2. If your external amplifier or receiver accepts remote turn-on/off signals, connect the external speaker switch. Not all external amplifiers or receivers can accept remote turn-on/off signals.

# Connecting a subwoofer

Your plasma TV has built-in speakers. You can enhance the bass response of your plasma TV's sound by connecting an external, amplified subwoofer.

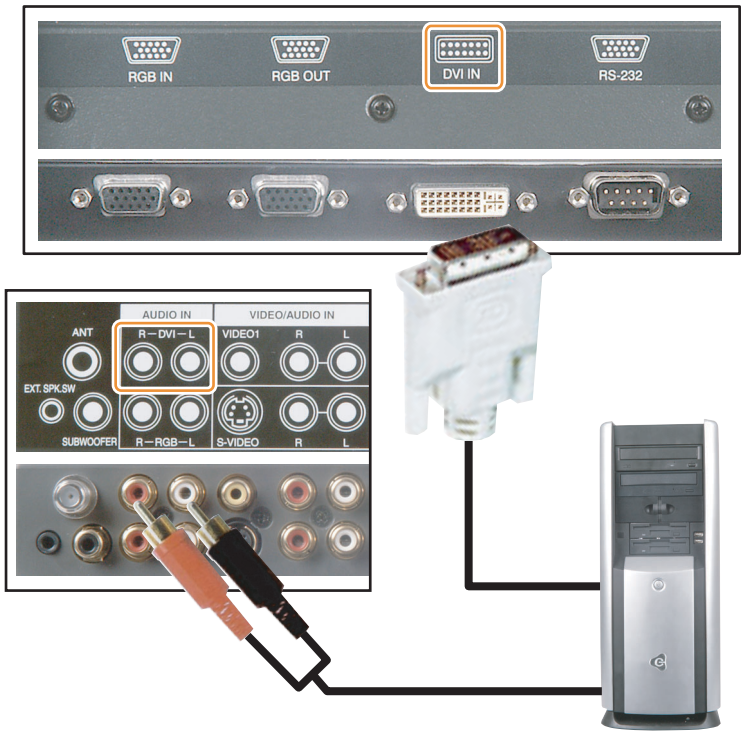
## To connect your subwoofer:




1. Connect the audio jack on the back of your subwoofer to the SUBWOOFER jack on the back of your plasma TV.
2. If your subwoofer accepts remote turn-on/off signals, connect the external speaker switch. Not all subwoofers can accept remote turn-on/off signals.

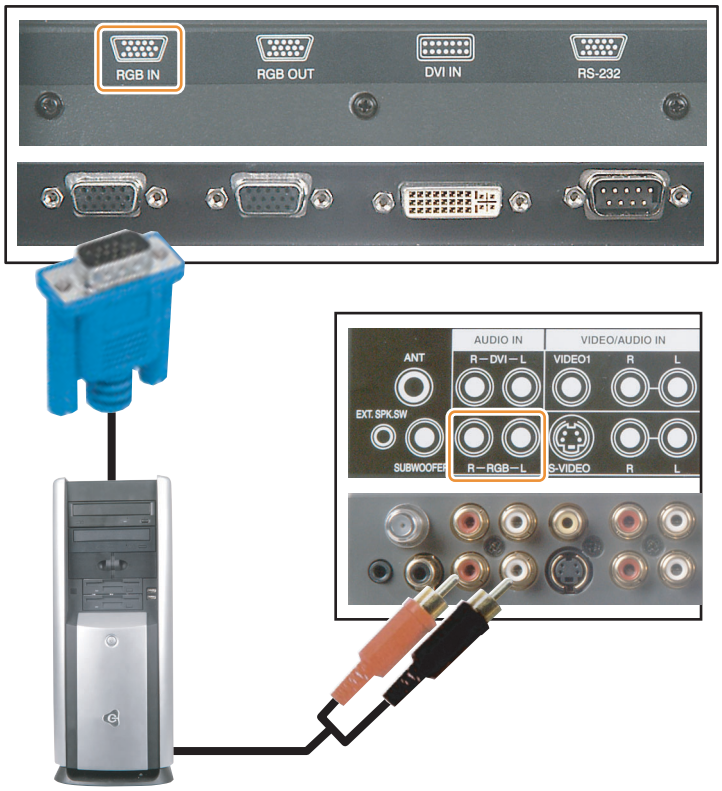
# Connecting a computer

## To connect your computer using DVI video:




1. Connect the DVI connector on your computer to the DVI-In connector on the back of your plasma TV.
2. Connect the Audio Out jack on your computer to the DVI Audio In jacks on the back of your plasma TV.

## To connect your computer using RGB video:



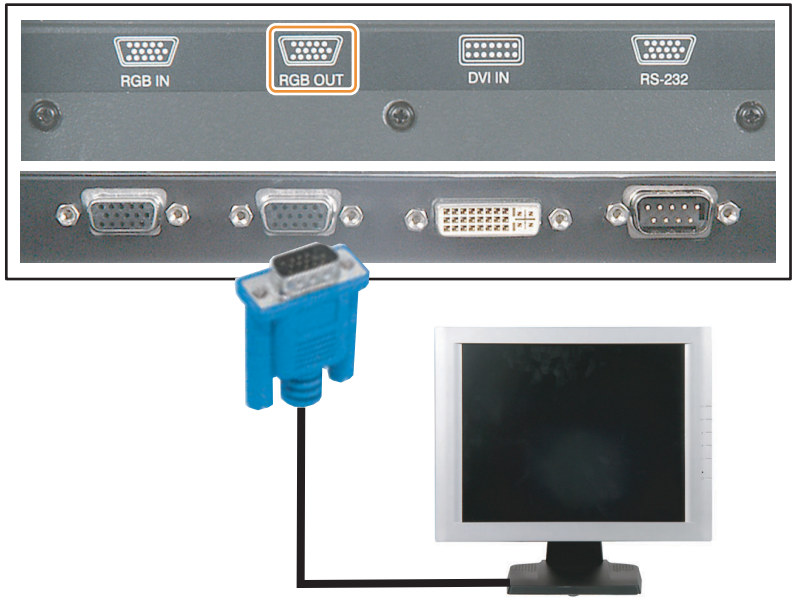

1 Connect the 15-pin D-Sub RGB connector on your computer to the RGB-IN connector on the back of your plasma TV.

2 Connect the Audio Out jack on your computer to the RGB Audio In jacks on the back of your plasma TV.

# Connecting an external monitor

A RGB loop-out (labeled RGB Out) lets you connect another RGB monitor. The RGB loop-out displays the same signal as the RGB In video input source.

## To connect your external monitor:




- Connect the RGB connector on your monitor to the RGB Out connector on the back of your plasma TV.

The maximum physical display resolution of the external monitor is 640 × 480 when the aspect ratio is set to 4:3, and 852 × 480 when the ratio is set to 16:9. If the computer's display resolution exceeds these maximums, the external monitor eliminates the extra dots which results in a loss of detail and picture clarity.



# Adjusting Your Plasma TV Settings

# 3

Read this chapter to learn how to adjust your plasma TV settings from the on-screen display (OSD).

You can also use your remote control to change some settings. For more information, see *Your Gateway Remote Control User's Guide*.







# Using the OSD

Your plasma TV features an on-screen display (OSD) that lets you adjust and save contrast, brightness, and other settings. The TV saves changes you make to the settings, even if you turn off the TV.



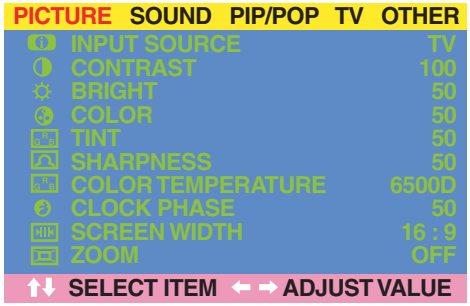
### To adjust settings from the OSD:

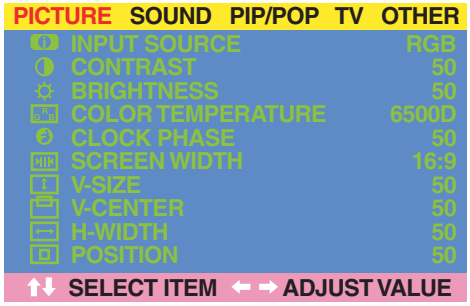
1. Press the MENU + or – button on the front control panel. The OSD opens.
2. Press the ADJ + or – button on the front control panel to select the menu you want.
3. Press the MENU + or – button on the front control panel to select a menu option.
4. Press the ADJ + or – button on the front control panel to adjust the option setting.

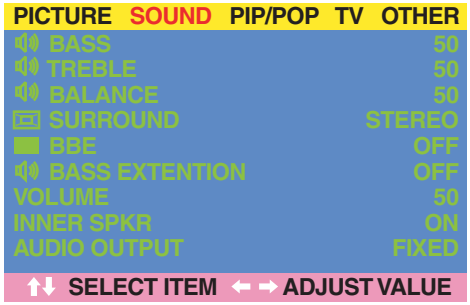


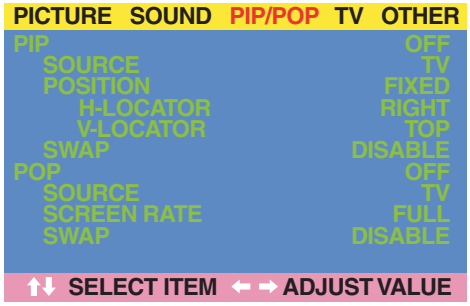
# OSD menus and options

You can use these OSD menus and options to adjust various settings for your plasma TV.

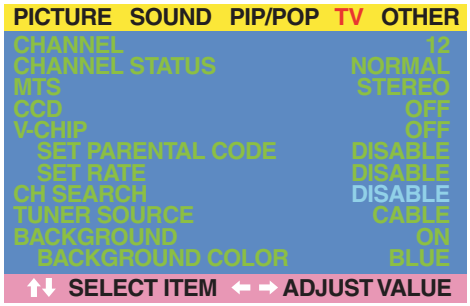
| OSD Menu | Description |
|---|---|
| **PICTURE – TV, AV1, AV2, Component 1, and Component 2 video sources**<br> | **INPUT SOURCE.** Switches between available video input sources.<br>**CONTRAST.** Adjusts the contrast of the picture.<br>**BRIGHT.** Adjusts the brightness of the picture.<br>You may need to readjust brightness after the plasma TV warms up.<br>**COLOR.** Adjusts the color saturation making colors more intense.<br>**TINT.** Adjusts the color of flesh tones.<br>**SHARPNESS.** Adjust the amount of detail enhancement.<br>**COLOR TEMPERATURE.** Adjusts the white balance.<br>**CLOCK PHASE.** Adjusts your plasma TV to match the video input source.<br>**SCREEN WIDTH.** Adjusts the screen width to 4:3, 16:9, or PANORAMA viewing mode.<br>**ZOOM.** Moves or stretches the display image when the screen width is set to 16:9.<br>Zoom1 moves the image upward (good for presentations with sub-titles).<br>Zoom2 stretches 1.85:1 content to fill the screen.<br>Zoom3 stretches 2.35:1 content to fill the screen. |

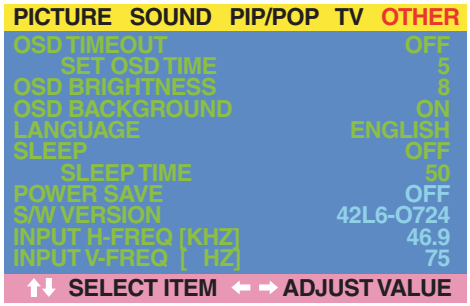
| OSD Menu | Description |
|---|---|
| **PICTURE – RGB/DVI video sources**<br> | **INPUT SOURCE.** Switches between available video input sources.<br>**CONTRAST.** Adjusts the contrast of the picture.<br>**BRIGHTNESS.** Adjusts the brightness of the picture.<br>You may need to readjust brightness after the plasma TV warms up.<br>**COLOR TEMPERATURE.** Adjusts the white balance.<br>**CLOCK PHASE.** Adjusts your plasma TV to match the video input source.<br>**SCREEN WIDTH.** Adjusts the screen width to 4:3, or 16:9 viewing mode.<br>**V-SIZE.** Adjusts the vertical screen size.<br>**V-CENTER.** Adjusts the vertical screen position.<br>**H-WIDTH.** Adjusts the horizontal screen size.<br>**H-POSITION.** Adjusts the horizontal screen position. |

| OSD Menu | Description |
|---|---|
| **SOUND**<br><br> | **BASS.** Adjusts the bass. The AUDIO OUTPUT option must be set to VARIABLE to adjust this setting.<br>**TREBLE.** Adjusts the treble. The AUDIO OUTPUT option must be set to VARIABLE to use this option.<br>**BALANCE.** Adjusts the balance level between the channels. The AUDIO OUTPUT option must be set to VARIABLE to adjust this setting.<br>**SURROUND.** Switches between STEREO, MONO, or turns surround OFF. The AUDIO OUTPUT option must be set to VARIABLE to use this option.<br>**BBE.** Turns the BBE option on or off. Turn this option on when you are listening to live-performance programs. The AUDIO OUTPUT option must be set to VARIABLE to use this option.<br>**BASS EXTENSION.** Extends the level of BASS sent to the audio out jack. The AUDIO OUTPUT option must be set to VARIABLE and the INNER SPKR option must be turned off to use this option.<br>**VOLUME.** Adjusts the volume. The AUDIO OUTPUT option must be set to VARIABLE to use this option.<br>**INNER SPKR.** Turns the built-in speakers on or off. The AUDIO OUTPUT option must be set to VARIABLE to use this option.<br>**AUDIO OUTPUT.** Changes the audio output options for the plasma TV.<br>FIXED bypasses your plasma TV's internal sound controls.<br>VARIABLE lets you adjust the type of output your plasma TV sends to the built-in speakers or the audio output jack. |

| OSD Menu | Description |
|---|---|
| **PIP/POP**<br> | **PIP.** Turns PIP mode on or off. When PIP is turned on, you can display two pictures at one time. One picture is displayed on the full screen and the other picture is displayed in a small window. The picture on the full screen is the main picture. The picture in the window is the sub-picture.<br>You can use PIP mode if your video input source is set to TV, AV, S-Video, Component 1, or Component 2 and the video input source is 480i or lower (such as a non-progressive DVD player).<br>PIP mode does not work with component video input sources higher than 480i (such as a HDTV set-top box or progressive DVD player), RGB, or DVI video sources.<br>**SOURCE.** Changes the video input source of the sub-picture when PIP is turned on.<br>**POSITION.** Moves the sub-picture within the screen.<br>FIXED lets you use the H-LOCATOR and V-LOCATOR options to place the sub-picture in one of the four corners of the screen.<br>VARIABLE lets you use the H-LOCATOR and V-LOCATOR options to move the sub-picture anywhere within the screen.<br>**H-LOCATOR.** Moves the sub-picture left or right.<br>**V-LOCATOR.** Moves the sub-picture up or down.<br>**SWAP.** Swaps the picture and the sub-picture. |

| OSD Menu | Description |
|---|---|
| **PIP/POP (continued)** | **POP.** Turns POP mode on or off. When POP is turned on, the screen is split into two pictures. The picture on the left side of your screen is the main picture. The picture on the right side of the screen is the sub-picture.<br>You can use POP mode if your video input source is set to TV, AV, S-Video, Component 1, or Component 2 and the video input source is 480i or lower (such as a non-progressive DVD player).<br>POP mode does not work with component video input sources higher than 480i (such as a HDTV set-top box or progressive DVD player), RGB, or DVI video sources.<br>**SOURCE.** Changes the video input source of the sub-picture when POP is turned on.<br>**SCREEN RATE.** Changes the aspect ratio of the sub-picture.<br>**SWAP.** Swaps the picture and the sub-picture. |

| OSD Menu | Description |
|---|---|
| **TV**<br><br> | **CHANNEL.** Changes the TV channel.<br>**CHANNEL STATUS.** Sets the status of the TV channel.<br>NORMAL is the default.<br>FAV programs the channel as a favorite channel. For more information, see *Your Gateway Remote Control User's Guide*.<br>LOCK prevents the channel from being viewed. You need the remote control to use this option. For more information, see *Your Gateway Remote Control User's Guide*.<br>ERASE removes the channel from the channel list.<br>**MTS.** Changes the sound output for TV programs. Switch between STEREO, MONO, or SAP (Second Audio Program) for audio simulcasts. The TV program must support the output option.<br>**CCD.** Activates closed captioning.<br>**V-CHIP.** Activates the Parental Guide. You need the remote control to use this option. For more information, see *Your Gateway Remote Control User's Guide*.<br>**SET PARENTAL CODE.** Sets a password for the Parental Guide. You need the remote control to use this option. For more information, see *Your Gateway Remote Control User's Guide*.<br>**SET RATE.** Blocks individual programs based on program ratings. You need the remote control to use this option. For more information, see *Your Gateway Remote Control User's Guide*.<br>**CH SEARCH.** When this option is turned on, your plasma TV only displays channels that have a signal when you change channels.<br>**TUNER SOURCE.** Sets the source for the tuner.<br>CABLE sets the tuner for cable or a satellite dish.<br>AIR sets the tuner for an antenna.<br>**BACKGROUND.** Displays a background color when a video signal is not available.<br>**BACKGROUND COLOR.** Changes the color of the background when the BACKGROUND option is turned on. |

| OSD Menu | Description |
|---|---|
| **OTHER**<br><br> | **OSD TIMEOUT.** Turns the OSD timer on and off.<br>**To avoid image burn-in, we recommend that you keep this timer turned on.**<br>**SET OSD TIME.** Specifies the number of seconds the OSD menu is displayed before it turns off automatically. The OSD TIMEOUT option must be turned on to use this option.<br>**OSD BRIGHTNESS.** Adjusts the brightness level of the OSD menu.<br>**OSD BACKGROUND.** Switches the OSD menu background to blue or transparent.<br>**OSD LANGUAGE.** Changes the language of the OSD menu.<br>**SLEEP.** Turns the sleep timer on and off.<br>**SLEEP TIME.** Adjusts the number of minutes the plasma TV waits before it automatically turns off. You can specify from 1 to 120 minutes. The SLEEP option must be turned on.<br>**POWER SAVE.** Turns power save mode on or off. The plasma TV goes into sleep mode with RGB and DVI video input. For more information, see the documentation that came with your computer.<br>**S/W VERSION.** Shows the version of the software your plasma TV is using.<br>**INPUT H-FREQ [KHZ].** Shows the current horizontal signal frequency. For more information, see “Signal Frequency Information” on page 49.<br>**INPUT V-FREQ [HZ].** Shows the current vertical frequency. For more information, see “Signal Frequency Information” on page 49. |



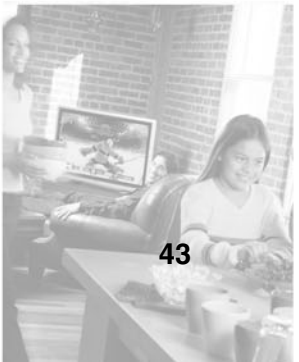
# Maintenance and Troubleshooting

# 4

Read this chapter to learn how to maintain and troubleshoot your plasma TV.







# Cleaning and maintenance

## Cleaning the screen

- Do not use substances such as glass cleaners, solvents, and thinners.
- The screen of your plasma TV has been specially treated. Wipe the surface gently using only a cleaning cloth or a soft, lint-free cloth.
- If the surface is particular dirty, use a soft cloth and water to clean the screen. Squirt a little water on the cloth (never directly on the screen), then wipe the screen with the cloth.

**Warning**



The screen of your plasma TV is made of specially coated glass and can be scratched or damaged by abrasive or ammonia-based window cleaners.

Scratches on the bezel or glass are not covered by your warranty.

- Do not scratch or hit the surface of the screen with your fingers or any hard objects.

## Cleaning the exterior

- Your plasma TV is cooled by air circulated through the vents on the case, so keep the vents free of dust. With your plasma TV turned off and unplugged, brush the dust away from the vents with a damp cloth. Be careful not to drip any water into the vents. Do not attempt to clean dust from the inside of your plasma TV.
- Do not use abrasive or solvent cleaners because they can damage the finish on components.
- Do not allow any excessive water or moisture to come into contact with the surface of your plasma TV. If water or moisture gets inside your plasma TV, operating problems and electrical and shock hazards may result.
- Do not scratch or hit the cabinet with your fingers or any hard objects.
- Do not place articles made from rubber or PVC near the cabinet for any extended periods of time.

## Avoiding image burn-in

- Displaying the same stationary image over an extended period of time, such as a black bar, stock ticker, video game, or shopping channel logo, can leave a permanent ghost image (burn-in). Avoid burn-in by mixing your viewing patterns. Do not show the same stationary image for more than 15% of your total TV viewing in any one week.
- Your warranty does **NOT** cover screen burn-in.

# Troubleshooting

Use the following information to solve common problems.

### You cannot see a picture

- Make sure that the power cord is plugged into a grounded electrical outlet.
- Make sure that the power switch is turned on.
- Make sure that the selected input source is connected to a working input source.
- If your plasma TV is connected to your computer in RGB mode, press any key on your keyboard to “wake” your computer.

### You see a distorted picture or hear unusual sound

- You may be getting interference from electrical appliances, cars, motorcycles, or fluorescent lights. Try moving your plasma TV to another location.

### The color is abnormal

- Make sure that the input source cable is connected securely and correctly to the back of your plasma TV.

### The picture has abnormal patterns

- Make sure that the input source cable is attached securely and correctly.
- Make sure that the video input source is within the range of your plasma TV. Compare the video input source’s specifications with your plasma TV specifications.

### The display image does not cover the entire screen

- If your are using RGB mode, make sure that H-SIZE and V-SIZE in the OSD are set correctly.
- If you are using TV, AV1, AV2, or component with 480i input, use the WIDE button on the remote control to scroll through various screen modes.

### You can see a picture but you cannot hear sound

- Make sure that the volume is not turned down.
- Make sure that the sound is not muted.
- Make sure that your audio input source cables are connected securely and correctly.

### The monitor has pixels that are always dark

- Your plasma TV is manufactured using an extremely high level of precision technology. However, sometimes some pixels of your plasma TV may not display. Pixel defects within industry specifications are inherent to this type of product and do not constitute a defective product.

### An image remains on the screen even after you turn off your plasma TV

- A still image may have been displayed for an extended period of time causing burn-in. For more information about burn-in, see page 41.

### You see “noise” or “trash” on the screen

- When your plasma TV’s digital capabilities exceed a digital broadcast signal, the signal is up-converted (increased) to match your plasma TV’s display capabilities. Up-converting can cause noise or trash.

### Screen brightness is diminished

- Video display devices experience degradation of brightness over the life of the device. Normal brightness degradation is not covered by your warranty.

# Telephone support

If this troubleshooting information does not resolve your problem or if you have other questions relating to your plasma TV, call our Service Center at 888-737-MyGW (6949).

For more information about Gateway, visit www.gateway.com.



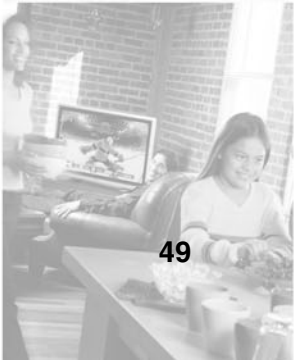
# Signal Frequency Information

# A

Read this appendix for signal frequency information. For more information, see OSD menu “OTHER” on page 41.







# TV, AV1, and AV2 inputs

| Horizontal (KHz) | Vertical (Hz) | Format |
|---|---|---|
| 15.7 | 60 | NTSC Video |
| 15.6 | 50 | PAL Video |

# Component 1 and Component 2 inputs

| Horizontal (KHz) | Vertical (Hz) | Format |
|---|---|---|
| 15.7 | 60 | NTSC Video |
| 15.6 | 50 | PAL Video |
| 15.7 | 60 | 480i (SDTV) |
| 31.5 | 60 | 480P (EDTV) |
| 33.0 | 60 | 1080i (HDTV) |
| 45.0 | 60 | 720P (HDTV) |

# RGB and DVI inputs

| Mode | Horizontal (KHz) | Vertical (Hz) | Format | Refresh |
|---|---|---|---|---|
| 1 | 31.5 | 59.9 | 640 × 480 (VGA) | 60 |
| 2 | 37.9 | 72.8 | 640 × 480 (VGA) | 72 |
| 3 | 37.5 | 75.0 | 640 × 480 (VGA) | 75 |
| 4 | 43.3 | 85.0 | 640 × 480 (VGA) | 85 |
| 5 | 35.1 | 56.3 | 800 × 600 (SVGA) | 56 |
| 6 | 37.9 | 60.3 | 800 × 600 (SVGA) | 60 |
| 7 | 48.1 | 72.2 | 800 × 600 (SVGA) | 72 |
| 8 | 46.9 | 75.0 | 800 × 600 (SVGA) | 75 |
| 9 | 53.7 | 85.0 | 800 × 600 (SVGA) | 85 |
| 10 | 48.4 | 60.0 | 1024 × 768 (XGA) | 60 |
| 11 | 56.5 | 70.0 | 1024 × 768 (XGA) | 70 |
| 12 | 60.0 | 75.0 | 1024 × 768 (XGA) | 75 |
| 13 | 68.7 | 85.0 | 1024 × 768 (XGA) | 85 |
| 14 | 64.0 | 60.0 | 1280 × 1024 (SXGA) | 60 |

| Mode | Horizontal (KHz) | Vertical (Hz) | Format | Refresh |
|---|---|---|---|---|
| 15* | 80.0 | 75.0 | 1280 × 1024 (SXGA) | 75 |
| 16* | 91.1 | 85.0 | 1280 × 1024 (SXGA) | 85 |
| 18 | 31.5 | 70.0 | 720 × 400 (DOS) | 70 |
| 19 | 31.5 | 50.0 | 640 × 480 (VGA) | 50 |
| 20* | 45.2 | 60.0 | 1266 × 720P (HDTV) | 60 |
| 21* | 33.8 | 60i | 1920 × 1080i (HDTV) | 60 |
| 22 | 31.5 | 70.0 | 640 × 350 (VGA) | 70 |
| 23 | 31.4 | 60.0 | 852 × 480 (WVGA) | 60 |
| 24 | 35.0 | 66.7 | 640 × 480 (Apple) | 67 |
| 25 | 49.7 | 74.6 | 832 × 624 (Apple) | 75 |
| 26 | 68.7 | 75.0 | 1152 × 870 (Apple) | 75 |

* These modes not available in RGB mode with DVI output.



# Safety, Regulatory, and Legal Information

# B

## Regulatory compliance statements

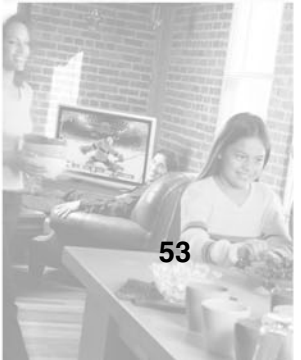
### United States of America

**Federal Communications Commission (FCC)**
**Unintentional emitter per FCC Part 15**

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.







This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment to an outlet on a different circuit from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help.

**Compliance Accessories**: The accessories associated with this equipment are: shielded video cable when an external monitor is connected. These accessories are required to be used in order to ensure compliance with FCC rules.

### FCC declaration of conformity

**Responsible party:**

Gateway Companies, Inc.
610 Gateway Drive, North Sioux City, SD 57049
(605) 232-2000 Fax: (605) 232-2023

**Product:**

- GTW-P42M102 Plasma TV
- GTW-P42M203 Plasma TV

This device complies with Part 15 of the FCC Rules. Operation of this product is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**Caution**



Changes or modifications not expressly approved by Gateway could void the FCC compliance and negate your authority to operate the product.

# Canada

### Industry Canada (IC)
### Unintentional emitter per ICES-003

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of Industry Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par Industrie Canada.

# Laser safety statement

All Gateway systems equipped with CD and DVD drives comply with the appropriate safety standards, including IEC 825. The laser devices in these components are classified as "Class 1 Laser Products" under a US Department of Health and Human Services (DHHS) Radiation Performance Standard. Should the unit ever need servicing, contact an authorized service location.

**Warning**



Use of controls or adjustments or performance of procedures other than those specified in this manual may result in hazardous radiation exposure. To prevent exposure to laser beams, do not try to open the enclosure of a CD or DVD drive.

# California Proposition 65 Warning

**Warning**



This product contains chemicals, including lead, known to the State of California to cause cancer and/or birth defects or reproductive harm.

# Television antenna connectors protection (for systems fitted with TV/cable TV tuner cards)

## External television antenna grounding

If an outside antenna or cable system is to be connected to your Gateway PC, make sure that the antenna or cable system is electrically grounded to provide some protection against voltage surges and static charges.

Article 810 of the National Electrical Code, ANSI/NFPSA 70, provides information with regard to proper grounding of the mast and supporting structure, grounding of the lead-in wire to an antenna discharge unit, size of grounding conductors, location of antenna discharge unit, connection to grounding electrodes, and requirements for the grounding electrode.

## Lightning protection

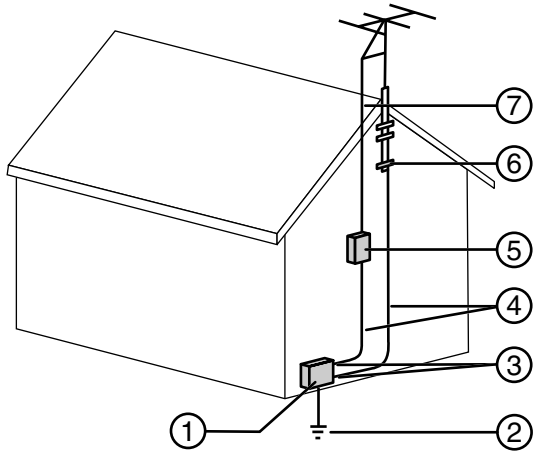
For added protection of any Gateway product during a lightning storm or when it is left unattended or unused for long periods of time, unplug the product from the wall outlet and disconnect the antenna or cable system.

## Power lines

Do not locate the antenna near overhead light or power circuits, or where it could fall into such power lines or circuits.

**Warning**

When installing or realigning an outside antenna system, extreme care should be taken to keep from touching such power lines or circuits. Contact with them could be fatal.




**Antenna and satellite grounding**

| Reference | Grounding component |
|---|---|
| 1 | Electric service equipment |
| 2 | Power service grounding electrode system (NEC Art 250, Part H) |
| 3 | Ground clamps |
| 4 | Grounding conductors (NEC Section 810-21) |
| 5 | Antenna discharge unit (NEC Section 810-20) |
| 6 | Ground clamp |
| 7 | Antenna lead-in wire |

# Notices

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Poway, CA 92064 USA

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